















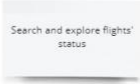














# Project Design Phase-II

## Customer Journey Map

Date	09 October 2022
Team ID	PNT2022TMID36549
Team Leader	S.Akshaya (112719104003)
Team Member	R.M.Dhanisha (112719104009), M.Jayasree(112719104016), B.Pooja(112719104027)
Project Name	Developing a Flight Delay Prediction Model using Machine Learning.
Maximum Marks	

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
<b>Actions</b> What does the customer do? What information do they look for? What is their context?		  	  
<b>Needs and Pains</b> What does the customer want to achieve or avoid? <i>Tip: Reduce ambiguity, e.g. by using the first person narrator.</i>	 	   	  
<b>Touchpoint</b> What part of the service do they interact with?		 	
<b>Customer Feeling</b> What is the customer feeling? <i>Tip: Use the emoji app to express more emotions</i>			
<b>Backstage</b>			
<b>Opportunities</b> What could we improve or introduce?	<div>Better accuracy   </div>	<div>Ample time to look for other resources   </div>	<div>Avoid cancellations and waste of money</div>
<b>Process ownership</b> Who is in the lead on this?	